PERFORMANCE AREA 1-Network Trouble Report Rate (NTRR): This performance area measures customer trouble reports to Bell Atlantic repair centers. Residence and Business reports are accumulated by exchange on a combined basis and tallied to a state result. Trouble reports for Special Services, Carrier Exchange Access and Public Telephone Services are not included. The NTRR includes service affecting troubles caused by outside plant conditions (disposition codes 03AX, 03BX and 04XX), central office conditions (disposition code 05XX), found OK in the central office (disposition code 08XX), found OK in outside plant attributable to the network (disposition code 09AX) and those troubles found OK prior to dispatching a technician (disposition code 07XX). It does not include trouble reports caused by customer provided equipment (disposition code 12XX) or subsequent[1] reports. The NTRR is calculated by dividing the number of combined Residence and Business reports by the number of Bell Atlantic-Vermont ("BA-VT") access lines as expressed in hundreds of lines. This information is resident in the **INTEG**rated **R**esults **I**nformation **S**ystem (Integris). The NTRR is calculated monthly and the monthly results are averaged to determine annual performance.

PERFORMANCE AREAS 2 & 3-Percent Troubles Not Cleared Within 24 Hours-Residence and Business: These performance areas measure the percentage of residence and business exchange service affecting troubles which have not been repaired by BA-VT within 24 hours from the time of receipt of the initial trouble report. This information is resident in the Trouble Report Evaluation and Analysis Tool (TREAT). Business and Residence results are calculated separately. The Percent Troubles Not Cleared in 24 Hours-Residence and Business is calculated monthly and the monthly results are averaged to determine annual performance.

PERFORMANCE AREA 4-Average Speed of Answer-Repair Centers: This performance area measures the average speed of answer, in seconds, on calls to the Bell Atlantic Repair Centers. Speed of answer time is measured by the force management system of the Automatic Call Distributor (ACD) beginning when the customer finishes dialing a Repair Center and ending when the call is connected to a customer representative.[2] The Average Speed of Answer-Repair Centers is calculated monthly and the monthly results are averaged to determine annual performance.

PERFORMANCE AREAS 5 & 6-Percent of Calls Not Answered Within 20 Seconds-Residence Offices and Business Offices: These performance areas measure the number of customer calls to a Bell Atlantic Residence or Business Office that are not answered within twenty (20) seconds. These calls are measured by the management information system of the Automatic Call Distributor (ACD). All calls to Residence

[1] A subsequent report is a customer initiated call to a Bell Atlantic repair center to check the status of an existing trouble already reported to the repair center or to add additional information to the initial report.
[2] If the customer selects the voice response unit rather than entering the queue to wait for a service representative, the call is not included in this measure.

Centers and Business Centers are answered by the ACD. The customer chooses from a menu to speak with a customer representative or to continue with an automated voice response unit (VRU). Call timing begins once the customer chooses an option to speak with a customer representative or elects not to choose an option but remains on the line. In either case, the call is sent to the next available customer representative or to the waiting queue if all representatives are busy. Timing ends when a customer representative answers the call.[3] Customers choosing the VRU option are not counted in this calculation. The percent of calls not answered within 20 seconds is calculated by dividing the number of calls not answered within 20 seconds by the total volume of calls. The percentage of calls not answered within 20 seconds is calculated separately for Residence and Business Centers. The Percent of Calls Not Answered Within 20 Seconds-Residence Offices and Business Offices is calculated monthly and the monthly results are averaged to determine annual performance.

PERFORMANCE AREA 7-Busy Rate-Repair Centers: This performance area measures the percentage of time customers encounter a busy recording or busy signal when calling the Repair Centers.[4] The Busy Rate represents the total customer calls that encounter the busy recording or busy signal divided by the total calls offered and is measured by the Repair Center's force management system of the ACD. The Busy Rate-Repair Centers is calculated monthly and the monthly results are averaged to determine annual performance.

PERFORMANCE AREA 8-Percent Installation Appointments Not Met For Company Reasons: This performance area measures the percentage of appointed residence and business as defined in the Customer Installation Service Results (CISR) basic exchange service requests for new, additional or transferred service that are not completed on the original negotiated appointment due to company reasons.[5] An appointment is considered missed if the service order work has not been fully completed by midnight of the appointment date. This information is recorded in the CISR system. The Percent Installation Appointments Not Met For Company Reasons is calculated monthly and the monthly results are averaged to determine annual performance.

[3] When a customer calls the Residence or Business Service Centers, the call is answered by the ACD. One of the options is to report a trouble to repair. If the customer selects this option, the call is on line transferred to the Repair Center. This call is measured in the speed of answer for the Repair Center.
[4] When a customer calls a Repair Center and the queue is full, they hear a recording that all representatives are busy and please call back. During extremely busy conditions, the customers may hear a busy signal. All of these calls are counted in the busy rate.
[5] Service orders included in this measurement are service requests for the initial connection of service as well as changes to existing customer's service, such as adding a Bell Atlantic custom calling feature such as Call Waiting.

PERFORMANCE AREA 9A-Installation Held Order Rate-Residence and Business: This performance area measures the percentage of lines that have missed the original negotiated appointment date due to a Company facility-related reason.[6] The rate of lines held for facility reasons is calculated by dividing the number of lines that missed their original negotiated due date by the total volume of Residence and Business basic exchange service requests for new, additional or transferred service, as defined in the CISR. This information is recorded in the CISR system. The Installation Held Order Rate is a combined Residence and Business rate. The Installation Held Order Rate is calculated monthly and the monthly results are averaged to determine annual performance.

PERFORMANCE AREA 9B-Average Delay Days Installation Held Orders-Residence and Business: This performance area measures the number of delay days between the customer's original negotiated appointment date and the completion date of the customer's service request on all orders that were missed for facility reasons. The average delay day result is calculated by dividing the total number of delay days on orders held for facility reasons by the total number of orders held for facility reasons. The result is calculated in the month the order is completed. This information is recorded in the CISR system. Line extensions[7] are not included in this measurement until all Bell Atlantic and customer requirements are met and the installation appointment date has been negotiated. The Average Delay Days Installation Held Orders is a combined Residence and Business result. The Average Delay Days Installation Held Orders-Residence and Business is calculated monthly and the monthly results are averaged to determine annual performance.

PERFORMANCE AREA 10-Service Reliability: This performance area measures the reliability of the network and records major service failures that impact significant numbers of customers as a result of a service failure in any of the following categories:

1) Service Outage: 5,000 access lines out of service simultaneously resulting in a "no dial tone" condition for more than 30 minutes.
2) Interoffice Facility Failure: Interoffice call blockage impacting 30,000 access lines for more than 30 minutes.
3) Signaling System Failure: Loss of interoffice calling capability from one host central office to another as a result of a Signaling System failure for more than 30 minutes.

[6] A Company facility-related miss is any service request that could not be installed on the customer's original negotiated appointment date due to a shortage of telecommunications-carrying plant and/or switching plant. The status codes used in tracking these orders held for facility reasons are: CF, CFA, CUS, CXM, DPS, ENG, FAC, NGO, PCB, RF, SSC, WF.

[7] A line extension is a request for service that would require Special Construction (Part A, Section 2, and Pages 2-8 of Public Service Board Tariff #25) due to the location of the premise where service is requested in relation to Bell Atlantic's existing facilities.

Addendum to the Retail Service Quality Plan

Performance Area:

11. Network Congestion:

a. Umbilical Blockage
b. Dial Tone Delay

Performance Area Definitions:

PERFORMANCE AREA 11A-Umbilical Blockage: This performance area measures the percent of call attempts that cannot be completed due to an umbilical link between the remote office and the host office being at full capacity. The umbilical blockage for a particular umbilical set[1] is calculated by dividing the total blocked attempts at accessing the network by the total attempts at accessing the network (numerator = blocked attempts and denominator = total attempts). Umbilical blockage is recorded 24-hours a day, Monday through Friday. This information is resident in the **T**raffic **D**ata **M**anagement **S**ystem (TDMS). Umbilical blockage is calculated monthly (report month begins the 23rd of a month and ends the 22nd of the subsequent month). Umbilical sets that exceed the threshold are tracked monthly and the monthly results are averaged to determine annual performance.

A. Exceeding Threshold – Year 1

The threshold for umbilical blocking is 0.11% blocking per umbilical set. The umbilical set blocking results will be calculated monthly and reported to two decimal places, with no rounding. In year one of the Retail Service Quality Plan (SQ Plan), the baseline standard is twenty (20). The Company's performance is calculated as an annual average (the sum of the monthly results divided by twelve) of umbilical sets exceeding the established umbilical blocking threshold. The performance results will be rounded to an integral number. If the computed results are not integers, the actual number is rounded down when the decimal is less than .5. One Service Quality Compensation point will be assessed for each umbilical set that exceeds the baseline standard.

B. Exceeding Threshold – Years 2 – 5

In years two through five of the SQ Plan, the baseline standard changes from the number of umbilical sets that exceed the threshold to a percent of umbilical sets

[1] Umbilical set is defined as the collection of umbilical DS1s associated with a single remote switch module.

that exceed the 0.11% threshold. In each year, two through five, the baseline standard for umbilical sets exceeding the established threshold is decreased year over year, and is expressed as a percent of the total umbilical sets serving Bell Atlantic – Vermont customers. The baseline standard for years two through five is 16% of the total umbilical sets in Year 2; 14% of the total umbilical sets in Year 3; 11% of the total umbilical sets in Year 4; 7% of the total umbilical sets in Year 5. The Company's performance is calculated as an annual average (the sum of the monthly results divided by twelve). These performance results will be expressed as percentages of the total umbilical sets, rounded to an integral number. If the computed results are not integers, the actual number is rounded down when the decimal is less than .5. One Service Quality Compensation point will be assessed for each percentage of umbilical sets that exceed the baseline standard.

C. Exceeding Threshold for 3 Consecutive Months

One Service Quality Compensation point will also be assessed for every umbilical set over that exceeds the established threshold of 0.11% blocking for more than 3 consecutive months, including periods of consecutive months that begin in a prior year. There will be one exception each calendar year. One Service Quality Compensation point will be assessed for every month the umbilical set remains over 0.11% blocking beyond the three (3) consecutive months. For the one annual exception under which an umbilical set can exceed the 0.11% blocking threshold for three (3) consecutive months and no longer than six (6) consecutive months, one Service Quality Compensation point will be assessed for every month beyond six consecutive months the umbilical exceeds 0.11% blocking.

D. Percent of Umbilical Sets Not to Exceed 0.0% Blocking

The baseline standard is 35%. The Company's performance is calculated as an annual average (the sum of the monthly results divided by twelve). For each percentage of umbilical sets over the baseline standard of 35% of the total umbilical sets that exceeds the threshold of 0.0% blocking, one Service Quality Compensation point will be assessed. If the computed results are not integers, the actual number is rounded down when the decimal is less than .5.

PERFORMANCE AREA 11B-Dial Tone Speed: During the first year of the SQ Plan, this performance area will measure the percentage of occurrences that customers do not receive dial tone within three seconds. This information is resident in the INTEGrated Results Information System (Integris). Dial Tone Speed will be measured at a host/remote cluster level using a time consistent busy hour, Monday through Friday. The baseline standard will be set at 0.40%. The Company's performance will be calculated monthly and reported to two decimal places. The actual performance is rounded down when the third decimal place is

less than .005. In year one, for any host/remote cluster that exceeds 0.40% dial tone speed in a month, one Service Quality Compensation point will be assessed.

In years two through five of the SQ Plan, this performance area will measure the number of switch modules that exceed the established threshold for dial tone speed each month. It will be measured 24-hours a day, Monday through Friday. This information is resident in the TDMS. The baseline standard and threshold will be established after analysis of 12 months of data collected using the new tracking methodology developed in TDMS. The number of switch modules that exceed the established threshold will be tracked monthly and the monthly results will be averaged to determine annual performance. If the annual average exceeds the baseline standard, the difference between the annual average and the baseline standard will determine the Service Quality Compensation points. Service Quality Compensation points will also be assessed for a negotiated number of switch modules that exceed the established threshold for dial tone delay greater than three (3) seconds for more than three (3) consecutive months.

Performance Area Baseline Standards:

11A. Umbilical Blockage	2000	2001	Year 2002	2003	2004
a) Number of units greater than .11% blocking	20	N/A	N/A	N/A	N/A
b) Percentage of units greater than .11% blocking	N/A	16%	14%	11%	7%
c) Units at greater than .11% blocking for longer than three consecutive months[2]	0%	0%	0%	0%	0%
d) Units at greater than 0.0% blocking	35%	35%	35%	35%	35%

11B. Dial Tone Speed					
a) Host/Remote cluster at greater than .40% dial tone delay	0	N/A	N/A	N/A	N/A
b) x of switch modules with dial tone delay greater than y[3]	N/A	TBD	TBD	TBD	TBD
c) Switch modules at greater than y dial tone delay for longer than z months,[3]	N/A	TBD	TBD	TBD	TBD

[2] Each year of the Retail Service Quality Plan, BA-VT may have one event that is an exception to the three consecutive month standard. The event may not exceed six months.

[3] x, y and z to be determined after one year of data collection and analysis (using TDMS) and subsequent negotiation between the Department of Public Service and BA-VT.

Second Addendum to the Retail Service Quality Plan

Performance Area Definitions:

In years two through five of the SQ Plan, this performance area will measure the number of switch modules that exceed the established threshold for dial tone speed each month. It will be measured 24-hours a day, Monday through Friday. This information is resident in the TDMS. The percent of switch modules that exceed the established threshold will be tracked monthly and the monthly results will be averaged to determine annual performance. If the annual average exceeds the baseline standard, the difference between the annual average and the baseline standard will determine the Service Quality Compensation points. One Service Quality Compensation point will be assessed for each month a switch module exceeds the established threshold for dial tone delay greater than three (3) seconds for more than nine (9) consecutive months, including periods of consecutive months that began in a prior year.

Performance Area Baseline Standards:

	Year			
	2001	2002	2003	2004
11B. Dial Tone Speed				
b) Percent of switch modules with dial tone delay greater than .20%	12%	11%	10%	7%
c) Switch modules at greater than .25% dial tone delay for longer than 9 consecutive months	0	0	0	0

Attachment B

DOCKET 6167-RETAIL SERVICE QUALITY PLAN
BELL ATLANTIC-VERMONT
Performance Areas and Associated Baseline Standards

Performance Areas	Baseline Standards				
	2000	2001	2002	2003	2004
1. Network Trouble Report Rate - Per 100 Lines	1.4	1.4	1.4	1.4	1.4
2. Percent Troubles Not Cleared in 24 Hours-Residence	30.0%	30.0%	30.0%	30.0%	30.0%
3. Percent Troubles Not Cleared in 24 Hours-Business	12.0%	10.0%	10.0%	10.0%	10.0%
4. Average Speed of Answer-Repair Centers	21	21	21	21	21
5. Percent of Calls Not Answered Within 20 Seconds-Residence Offices	25%	25%	25%	25%	25%
6. Percent of Calls Not Answered Within 20 Seconds-Business Offices	25%	25%	25%	25%	25%
7. Busy Rate-Repair Centers	3.0%	3.0%	3.0%	3.0%	3.0%
8. Percent Installation Appointments Not Met For Company Reasons	2.5%	2.5%	2.5%	2.5%	2.5%
9. Installation Orders Held-Residence and Business Combined					
a) Missed Installation Rate	0.80%	0.80%	0.75%	0.70%	0.70%
b) Average Delay Days	16	14	14	14	14
10. Service Reliability	1	1	1	1	1
Service Outage (5,000 lines>30 min.)					
Interoffice Facility Failure (30,000 lines>30 min.)					
Signaling System Failure (>30 min.)					

DOCKET 6167-RETAIL SERVICE QUALITY PLAN
BELL ATLANTIC-VERMONT

Service Quality Compensation Points			Service Quality Compensation Dollars	Maximum Service Quality Compensation Dollars
251	to	300	($75,938)	($10,515,650)
201	to	250	($50,625)	($6,718,750)
151	to	200	($33,750)	($4,187,500)
101	to	150	($22,500)	($2,500,000)
26	to	100	($15,000)	($1,375,000)
0	to	25	($10,000)	($250,000)

Example: 163 service quality compensation points = $2,938,750.